

Decision Logic Table to Report Pay Problems

Check for updates to this document at: <http://cpol.army.mil/library/benefits/payroll.html>

Background: Employees, Managers, Customer Service Representatives, timekeepers, and Human Resource Personnel need to know how to report a pay problem, and the expected timeframes established for resolution of the reported pay problems. The following decision logic table is provided to clarify the process.

If in doubt about where to report the problem, the employee should contact the Customer Service Representative (CSR). The timekeeper, manager, or Civilian Personnel Advisory Center (CPAC) can provide information on how to find the appropriate Customer Service Representative (CSR).

<u>Situation</u>	<u>Action Required</u>	<u>Expected Timeframes</u>
1. Question or issue with employee deductions, employee address, employee allotments (e.g. savings bonds, direct deposit, tax withholding) or travel payments. This does not include such items as charity, garnishments, union or other organizational dues. For these changes, see your CSR.	Employee uses myPay (https://myPay.dfas.mil) to confirm the information. All employee -elected information can also be changed. Travel payments cannot be changed, but can be reviewed. Note: Employee should write down the effective date that myPay advises the change will take effect.	myPay is updated each night except the first Thursday of the pay period. Changes should be reflected in the next pay check issued after the effective date of the change. Note: updates to myPay during the first week of a pay period may be effective during the current pay period or the one before depending on when the update reaches the payroll automated system.
2. Questions on timekeeping issues (leave, overtime, compensatory time).	Employee reports the issue to the supervisor and timekeeper. Supervisor works with the timekeeper to confirm appropriate entries for the timekeeping automated system. CSR assists with issues that cannot be resolved by the timekeeper.	Once a decision is made on the appropriate information and the timekeeping system is updated, the change should normally be reflected in the next pay period. If DFAS involvement is necessary, the ARS Remedy ticket requesting DFAS assistance will be forwarded by the CSR within two workdays of knowledge of the problem. DFAS pay technicians will normally respond to the ticket within 5 days. Resolution timeframe will depend on the type of problem. The CSR will be notified of the expected timeframe for resolution.

<p>3. Questions on benefits (Thrift Savings Plan, Federal Health Benefits Program,) or Retirement actions.</p>	<p>Employee reports the issue to the Army Benefit Center--Civilian telephone numbers below or at the ABC-C web site (https://www.abc.army.mil).</p> <ul style="list-style-type: none"> • CONUS 1-877-276-9287 • TDD Access 1-877-276-9833 • OCONUS numbers are <ul style="list-style-type: none"> Belgium 0800-78245 Germany 0800-1010282 Italy 800-780821 Japan 00531-1-20378 Korea 00798-14-80004766 Netherlands 0800-0232739 Saudi Arabia 1-877-276-9287 United Kingdom 08-000857723 	<p>The ABC-C counselor researches and resolves the problem or initiates an appropriate problem report ticket within two workdays of receipt.</p> <p>a) If the problem requires Defense Finance Accounting System (DFAS) intervention, the Action Request System (ARS) Remedy system for DFAS will be used to report the problem. DFAS pay technicians will normally respond to the ticket within 5 days. Resolution timeframe will depend on the type of problem. The ARS Remedy system will notify the CSR of the expected timeframe for resolution.</p> <p>b) If the problem requires CPOC intervention, the Army Portal Pay Problem Reporting Tool will be used to report the problem within two workdays of receipt. The Civilian Personnel Operations Center will research the issue and formulate a resolution within two weeks of receipt of the ticket for 98% of the issues. The changes will be reflected in the paycheck that follows the resolution of the problem.</p>
<p>4. Questions on personnel issues not already listed above (e.g. Within-grade increase not received; award not received).</p>	<p>Employee reports the issue to the supervisor and administrative office who will forward it to the Civilian Personnel Advisory Center (CPAC), if necessary.</p>	<p>The CPAC researches and resolves the problem or initiates an Army Portal Pay Problem ticket within two workdays of receipt. The Civilian Personnel Operations Center will research the issue and formulate a resolution within two weeks of receipt of the ticket for 98% of the issues. If DFAS intervention is required, another five days is required for a response. The timeframe for resolution depends on the type of issue and will be provide to the CPOC at the time the ARS Remedy ticket is initiated. The changes will be reflected in the paycheck that follows the resolution of the problem.</p>

5. Questions on charity, garnishments, union or other organizational dues.	Employee reports the issue to the CSR. CSR researches the question.	Once a decision is made on the proper information and the appropriate automated system is updated, the change should be reflected in the next pay period.
6. Questions on the cause of a debt.	If the Leave and Earnings Statement (LES) indicates the cause was "Time and Attendance", the employee reports the issue to the timekeeper or CSR. If the Leave and Earnings Statement indicates that the cause was "Personnel"; the employee reports the issue to the servicing Civilian Personnel Advisory Center (CPAC).	The timekeeper, CSR, or CPAC will research the debt and respond within five workdays. Response could take longer if the action requires off-line research.
7. Questions on the payment schedule or the breakout of the amount of the debt.	Employee contacts the Debt team at the servicing payroll office (the debt letter or the Leave and Earnings Statement declaring the debt amount will provide the appropriate phone number). <ul style="list-style-type: none"> • DFAS-Charleston Debt team— Phone 1 800 PAY DCPS • DFAS-Denver Debt Team— Phone: 1-800-538-9043 (option 1) E-mail: DCPS-DE-DEBTS@DFAS.MIL • DFAS-Pensacola Debt team— Phone (850) 473-6402 DSN 753-6402 Toll Free 1-800-3376792 E-mail: DPE-DEBTS@dfas.mil 	The DFAS Debt team at the servicing payroll office will respond within 15 workdays. Response could take longer if the action requires off-line research and coordination with other agencies.